## 2019 HECC User Survey

Between April 15th and May 10th, 231 HECC users, representing all NASA mission directorates (including supporting university and industry personnel), responded to the 2019 HECC User Survey. Survey respondents assessed twelve HECC service areas where the HECC User Services team provides support. The goal was to evaluate and improve the services currently provided, as well as identify ways we can better serve you in the future.

This report is intended as a high-level overview of the survey.

Comparison with Previous User Surveys

The chart below shows overall satisfaction reported in the 2019 survey, compared with past surveys:
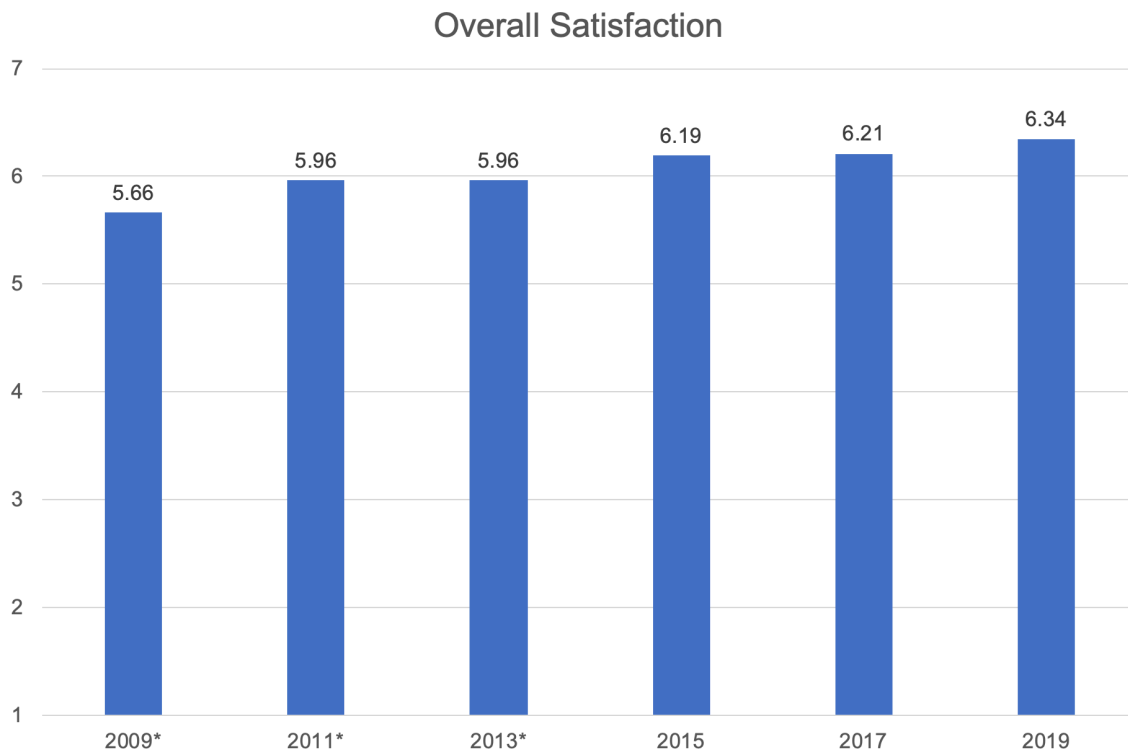
The HECC survey measures user satisfaction in twelve HECC service areas. These quantitative results, as well as more detailed user feedback, help guide the HECC support team to focus on service quality improvements.
* Calibrated from 5-point scale

Survey Highlights

After reviewing feedback from the User Survey, we have completed an analysis of the results. Highlights include:
- Survey respondents were representative of overall HECC user demographics.

- Scores were very similar compared to the 2017 survey, with Overall Satisfaction scoring 6.34 out of 7.0, compared to 6.21 in the previous survey.
- Satisfaction scores for the website, knowledgebase, and training have continued to increase and show significant improvement since the survey began in 2009. Users also identified several topics and enhancements they would like to see, such as short tutorials.

  "I think it would be very helpful to have a very basic manual introducing NAS and a tutorial for users who have almost no experience with super computers."-user comment

- Satisfaction scores for allocation management have declined since 2015.

  "Greater transparency and clearer guidelines about community expectations would be helpful for novice users." -user comment

- User support was the top response to "What aspects of HECC are outstanding?"

  "Response time and detail of level of responses from queries sent through email or called in over the phone. The staff are both extremely competent and respond to concerns very quickly."-user comment

The following chart shows overall quantitative scores for each service area reported by the 2019 survey, compared with previous surveys:

2019 Service Area	2019	2017	2015	2013*	2011*	2009*	Comparable 2011-2009 Service Area
Help Desk	6.58	6.50	6.51	6.34	6.23	6.03	Help Desk
Account Management Services	6.35	6.39	6.3	5.75	5.78	5.53	Account Management Services
Overall Satisfaction	**6.34**	**6.21**	**6.19**	**5.96**	**5.96**	**5.66**	**Overall Satisfaction**
Communicating with Users	6.29	6.37	6.46	5.98	5.57	5.36	Communicating with Users
Long-term Storage	6.26	6.26	6.34	5.8	5.75	5.70	Long Term Storage (Archive)
Short-term Storage	6.13	6.04	6.09	5.65	5.75	5.70	Short Term Storage (nobackup)
Website, Knowledgebase, and Training Material	6.09	5.97	5.88	5.38	5.24 4.68	4.84 4.65	HECC Website & Knowledge Base Training
High Performance Computing	6.05	6.02	6	5.88	6.08	5.84	High Performance Computing
Application Performance and User Productivity Services	5.99	6.12	6.01	5.8	5.9	5.62	Application Performance and User Productivity Services
System Upgrades	5.97	5.79	5.65	5.7	-	-	System Upgrades
Visualization and Data Analysis	5.90	5.78	5.84	5.15	5.21 5.21	4.97 4.97	Visualization Data Analysis
Allocation Management Services	5.81	6.30	6.45	5.75	5.78	5.53	Account Management Services
Data Transfer To/From NAS	5.69	5.84	5.75	5.17	5.63	5.33	Data Transfer to/from NAS

The chart above shows average scores for each service area on a scale of 1 to 7.
*Scores have been normalized from a 5pt scale to a 7pt scale.

Based on your input, we identified four main areas for improvement which we will focus on in the coming year. Areas identified include:

- Communication
- Software packages and licenses
- Allocation services/availability of resources
- Training materials

Thank you to all of you who participated in the 2019 NAS User Survey. We look forward to hearing from you again next year!